

# CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: March 1, 2022

## Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module	
CA Commitment Accounting	12	
ELM	20	
Employee Self Service (ESS)	4	
HR Human Resources	Acceptance Testing – Agency	4
	Assessment	5
	Assigned	161
	Awaiting Customer	24
	In Work	31
	Rework	1
	Total	226
Interfaces	7	
Learn	6	
None	Assigned	2
	In Work	2
	Total	4
Not Applicable	8	
PeopleTools	3	
Performance Mgmt	22	
POS Position Control	4	
PY Payroll	Acceptance Testing – Statewide	2
	Assessment	1
	Assigned	51
	Awaiting Customer	14
	In Development	4
	In Work	21
	System Test	6
	Total	99
Recruiting	33	
Reports	73	
Security	22	
TL Time and Labor	150	
Grand Total	693	

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing-Agency	9
Acceptance Testing-Statewide	4
Assessment	13
Assigned	436
Awaiting Customer	76
Hold- Pending Oracle Fix	10
In Development	8
In Work	121
Rework	1
System Test	15
<b>Grand Total</b>	<b>693</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Count of Module
CA Commitment Accounting	1
ELM	6
HR Human Resources	11
Interfaces	1
Performance Mgmt	2
PY Payroll	10
Recruiting	3
Reports	5
Security	9
TL Time and Labor	4

### Totals

Priority	Module Count
High	52
Medium	271
Low	370
<b>Grand Total</b>	<b>693</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing-Agency	3
Assessment	1
Assigned	24
Awaiting Customer	2
In Development	2
In Work	16
System Test	4
<b>Grand Total</b>	<b>52</b>

### All SRs by Status

(Includes Closed, Completed after 02/01/22.)

Status	Count of Status
Acceptance Testing-Agency	9
Acceptance Testing-Statewide	4
Assessment	13
Assigned	436
Awaiting Customer	76
Governance	1
Hold	8
Hold- Pending Oracle Fix	10
In Development	8
In Work	121
Rework	1
System Test	15
<b>Grand Total</b>	<b>702</b>

## HR/Payroll Trend Report – Service Requests

February 2021 – February 2022

Status	Feb. 2021	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb. 2022	Totals
OPENED	467	720	671	599	1046	723	785	874	737	710	598	754	612	9296
CLOSED	564	701	651	674	941	746	784	953	742	625	626	699	703	9409

